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DEPARTMENT OF DEFENSE

Office of the Secretary

[Docket ID: DOD-2016-OS-0040]

Submission for OMB Review; Comment Request

ACTION: Notice.

SUMMARY: The Department of Defense has submitted to OMB for clearance, the following proposal for collection of information under the provisions of the Paperwork Reduction Act.

DATES: Consideration will be given to all comments received by [insert 30 days from publication of this notice in the Federal Register].

FOR FURTHER INFORMATION CONTACT: Fred Licari, 571-372-0493.

SUPPLEMENTARY INFORMATION:

TITLE, ASSOCIATED FORM AND OMB NUMBER: Customer Satisfaction Surveys

Generic Clearance. OMB Control Number 0704-0403.

TYPE OF REQUEST: Reinstatement, with change.

ANNUAL ESTIMATES

Expected Annual Number of Activities/Collections: 8

Annual Number of Respondents: 4600

Annual Number of Responses: 6400

Frequency of Response: On Occasion

Average Burden per Response: 8 minutes

Annual Burden Hours: 1,273 hours

3-YEAR ESTIMATES: The 3-Year ceiling for this Generic Collection will be:

Total Expected Number of Activities/Collections: 12

Total Number of Respondents: 13800

Total Number of Responses: 19200

Frequency of Response: On Occasion

Average Burden per Response: 8 minutes

Total Burden Hours: 3,819 hours

NEEDS AND USES: The information collection requirement is necessary to assess the level of service the DTIC provides to its current customers. The surveys will provide information on the level of overall customer satisfaction as well as on customer satisfaction with several attributes of service that impact the level of overall satisfaction. These customer satisfaction surveys are required to implement Executive Order 12862, “Setting Customer Service Standards.”

Respondents are DTIC registered users who are components of the DoD, military services, other Federal Government Agencies, U.S. Government contractors, and universities involved in federally funded research. The information obtained by these surveys will be used to assist agency senior management in determining agency business policies and processes that should be selected for examination, modification, and reengineering from the customer’s perspective.

These surveys will also provide statistical and demographic basis for the design of follow-on surveys. Future surveys will be used to assist monitoring of changes in the level of customer satisfaction overtime.

AFFECTED PUBLIC: Business or other for-profit; individuals or households; Federal Government.

FREQUENCY: On occasion.

RESPONDENT'S OBLIGATION: Voluntary.

OMB DESK OFFICER: Ms. Jasmeet Seehra.

Comments and recommendations on the proposed information collection should be emailed to Ms. Seehra, DoD Desk Officer, at Oira_submission@omb.eop.gov. Please identify the proposed information collection by DoD Desk Officer and the Docket ID number and title of the information collection.

You may also submit comments and recommendations, identified by Docket ID number and title, by the following method:

- Federal eRulemaking Portal: <http://www.regulations.gov>. Follow the instructions for submitting comments.

Instructions: All submissions received must include the agency name, Docket ID number and title for this Federal Register document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the Internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

DOD CLEARANCE OFFICER: Mr. Frederick Licari.

Written requests for copies of the information collection proposal should be sent to Mr. Licari at WHS/ESD Directives Division, 4800 Mark Center Drive, East Tower, Suite 03F09, Alexandria, VA 22350-3100.

Dated: October 4, 2016.

Aaron Siegel,

Alternate OSD Federal Register

Liaison Officer,

Department of Defense.

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